

Shetland Islands
“Your Voice” Public Opinion Panel – Spring 2004 Survey
Summary Report

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1.0 Introduction

This report details the main findings to emerge from the first questionnaire issued to the recently created “Your Voice” Public Opinion Panel. This panel contains 600 members who are representative of the population of Shetland.

Response Rates

Overall, approximately 62% of panel members returned a questionnaire.

1.1 Sampling Accuracy

All sample surveys are subject to a degree of random error. It has become customary to provide an indication of the error margin by calculating the 95% confidence intervals for a simple random sample of the same size. These are provided in the table below. The magnitude of the error depends on the number of completed questionnaires and the results percentage.

95% Confidence Intervals

Number of Respondents	Margin of Error
1000	+/- 3%
400	+/-5%
250	+/-7%
100	+/-10%

Note: The table shows the 95% confidence interval, sometimes called a margin of error. The table has been calculated on the basis of simple random sampling.

The table below provides examples of actual responses and how the margins of error may affect the results.

	Number of respondents	Margin of error	Variance
Is there anything that you find difficult about living in Shetland	353 respondents, - 217 state yes (61%)	+/-5%	56% to 66%

1.2 Questionnaire

A questionnaire and FREEPOST return envelope was sent to all 600 members of the “Your Voice” Public Opinion Panel. The questionnaire was designed to elicit peoples views and opinions with regard to various aspects of public services in Shetland. The headings within the questionnaire were as follows;

- Opinion about living in Shetland
- Information and Contact with Public Organisations
- Public Services
- Neighbourhood Issues

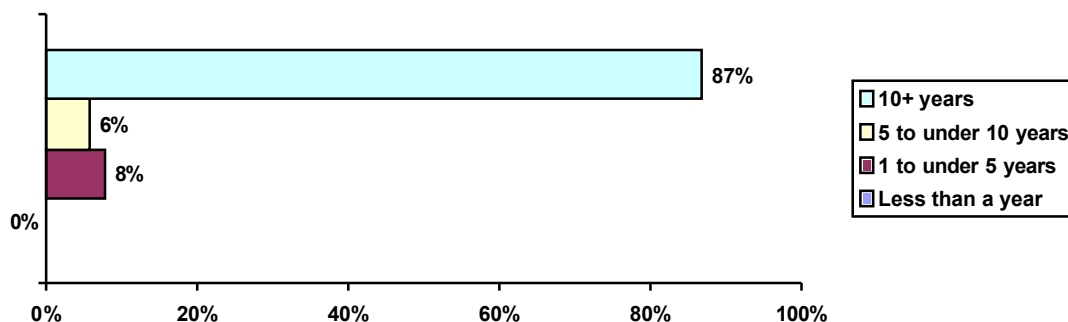
2.0 Survey Responses

2.1 Opinion of Living in Shetland

The vast majority of respondents (87%) stated that they have lived in Shetland for more than 10 years.

How long have you lived in Shetland?

Less than a year	0%
1 to under 5 years	8%
5 to under 10 years	6%
10+ years	87%



Sixty five people who returned a questionnaire stated that they had moved to Shetland from somewhere else. The majority of these people had moved from somewhere else in Scotland, although some had come from farther a field including South Wales, Kent and Australia. A full list of locations is contained in the appendices.

When asked “What are the 2 or 3 things that you like most about the area in which you live”, a wide variety of responses were given. The five most common responses were as follows;

- Community spirit/good neighbours/nice people/friendly 44%
- Quiet and peaceful/good area 40%
- Safe/less crime/crime free 24%
- Easy access to shops/leisure facilities/pubs/school/work 18%
- Views/near sea/fresh air 15%

What are the 2 or 3 things that you like most about the area in which you live?

Community spirit/good neighbours/nice people/friendly	44%
Quiet and peaceful/good area	40%
Safe/less crime/crime free	24%
Easy access to shops/leisure facilities/pubs/school/work	18%
Views/near sea/fresh air	15%
Countryside/open country/attractive countryside/rural	14%
Amazing, lovely scenery/bird life/wild life	14%
Near Lerwick/central location/good location	11%
Beautiful environment/marine/island environment	9%
Excellent school/good education	7%
Nothing	6%
Family/ancestral home/close to family of friends	5%
Acceptable transport link/less traffic on the roads	5%
Plenty to do/lots of amenities/work opportunities etc	4%
Freedom of movement	4%
Way of life/close knit community	4%
Cleanliness	4%
Local shops etc good	3%
Low level of population/not built up	2%
Privacy	1%
Close to airport	1%
Hill walking	1%

In contrast, when asked what do they like least about the area in which they live, 19% of respondents said nothing. Overall, specific issues that people did not like had low numbers of respondents selecting them. The five main issues that people liked least were as follows;

- Transport/delivery costs/cost of travel to mainland UK/airfares 17%
- Inadequate public transport/too far to shops/leisure etc 10%
- Litter/rubbish lying around/no recycling/disregard for environment 9%
- Lack of good eating places/cinemas/good shops/post office 9%
- Not enough facilities for young people/lack of entertainment 9%

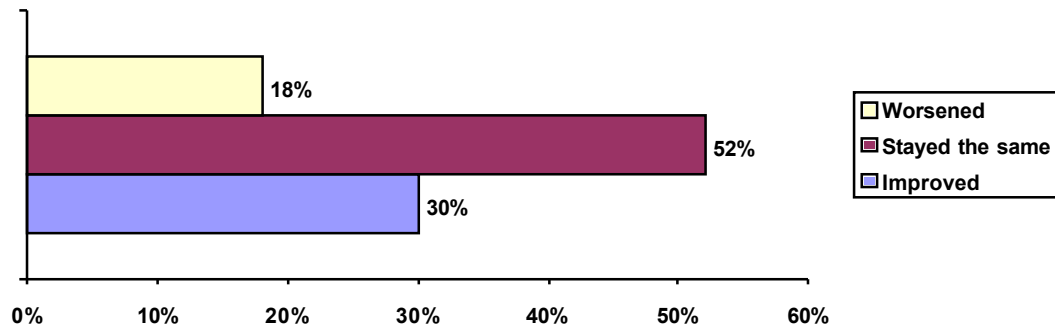
What are the 2 or 3 things that you least like about area in which you live?

Nothing	19%
Transport/delivery costs/cost of travel to mainland UK/airfares	17%
Inadequate public transport/too far to shops/leisure etc	10%
Litter/rubbish lying around/no recycling/disregard for environment	9%
Lack of good eating places/cinemas/good shops/post office	9%
Not enough facilities for young people/lack of entertainment	9%
Speed of cars/parking of cars/car vandalism	8%
The weather/long dark winters/wind	7%
Digging up roads/poor roads/pavements/street lighting	6%
Anti-social behaviour/drink or drugs abuse	6%
High cost of fuel etc/no regular newspapers	5%
More houses being built or derelict buildings	4%
Rise in street crime/violence/vandalism/no visible police presence	4%
Council waste of money/lack of consultation/poor planning	3%
Not a lot of parking spaces (in Ladysmith Road) etc	3%
Unfriendly neighbours/bad families moving into area	3%
Tied to ferry timetable etc	2%
Lack of employment	2%
Too many young people creating trouble/hanging around	2%
Lack of ambition/private enterprise	2%
Reliance on car/difficult to walk/cycle on roads	2%
Risk of school being closed/low standard of education	2%
No access to dental services/time it takes to see a doctor	2%
Too much traffic on the roads	2%
Lack of affordable housing	2%
Cats fouling gardens/too many stray cats/dogs fouling street	2%
Salmon cages	1%
Road is not cleared of snow/wet on roads in winter	1%
Lack of accommodation – locals	1%
Lack of family/remote from friends	1%
Misrule of Scottish Executive/Westminster and EU	1%
Water supply	1%
Lack of trees	1%
No sewage system	1%
Local gull and pigeon problem	1%
Interference in local communities by eco-freaks	1%

For those people who have lived in a particular area of Shetland for 5 years or more, 82% think that it has either stayed the same or improved. Only 18% of respondents thought that it had worsened.

If you have lived in this area of Shetland for 5 years or more, in your opinion, has the area in which you live improved or become worse in the past 5 years?

Improved	30%
Stayed the same	52%
Worsened	18%



Respondents were asked to consider a variety of words to describe Shetland as a whole. The five most popular words selected to describe the area were as follows;

- Safe 85%
- Friendly 77%
- Caring 50%
- Attractive 49%
- Clean 45%

In contrast, the words people are least likely to select to describe Shetland are;

- Rundown 2%
- Exciting 5%
- Dull 7%

Thinking of Shetland as a whole, which of the following words best describe how you see the area?

Safe	85%
Friendly	77%
Caring	50%
Attractive	49%
Clean	45%
Prosperous	33%
Isolated	29%
Forward looking	23%
Enterprising	22%
Cosmopolitan	13%
Confident	12%
Ambitious	11%
Stuck in the past	11%
Dull	7%
Exciting	5%
Rundown	2%

Sixty one percent of respondents said that they found something difficult about living in Shetland. A variety of different issues were raised, however the dominating issue was the cost of travel to the mainland. Other issues included;

- Long waits for goods ordered (sometimes)
- Weather restrictions when planning to leave for holidays
- My lack of a dentist at present/lack of a lyendar Yoga Teacher!
- Lack of a local choir (Soothend)
- Lack of shops and restricted opening hours
- Lack of choice of shopping
- Communications – cannot get to Lerwick before 11 am by public transport nor return without 4 mile walk
- Lack of respect from youths
- Broadband – council selected BT for better Lerwick Service but not service throughout Island

Is there anything that you find difficult about living in Shetland?

Yes	61%
No	38%
Don't know	1%

2.2 Information and Contact with Public Organisations

An overwhelming majority of people currently receive information about services that are provided in Shetland through the local newspaper (95%), a further 75% get information through the local radio station and 63% get information by word of mouth. The top two preferred methods remain the local newspaper and local radio station, however with considerably smaller numbers of people selecting them compared to their current method.

The one method that has a larger percentage of people stating it would be their preferred method of receiving information compared to their current method is through a website. Seventeen percent of respondents stated that this would be their preferred method.

Means by which people presently and would prefer to receive information about services that are provided in Shetland?

	Present Method	Preferred Method
Local newspaper	95%	52%
Local radio station	75%	36%
Word of mouth	63%	20%
Information leaflets	40%	32%
Newsletter	31%	28%
Community Councils	15%	13%
Website	14%	17%
Voluntary organisations	11%	4%
Councillors	9%	10%
Tenants association/public forums/user groups	9%	5%
Through libraries	9%	6%
Don't know	1%	1%

Just over three quarters of all respondents stated that they would like information regarding what services are provided, this is followed by 59% of people who would like information on which services they can request.

Thirty seven percent of respondents would like to know what standard of service they should expect, with a similar number (36%) wanting to know how often they can expect to receive services.

Only 22% of respondents wanted information on whether Shetland residents think services are improving.

What information about services do you wish to be provided with?

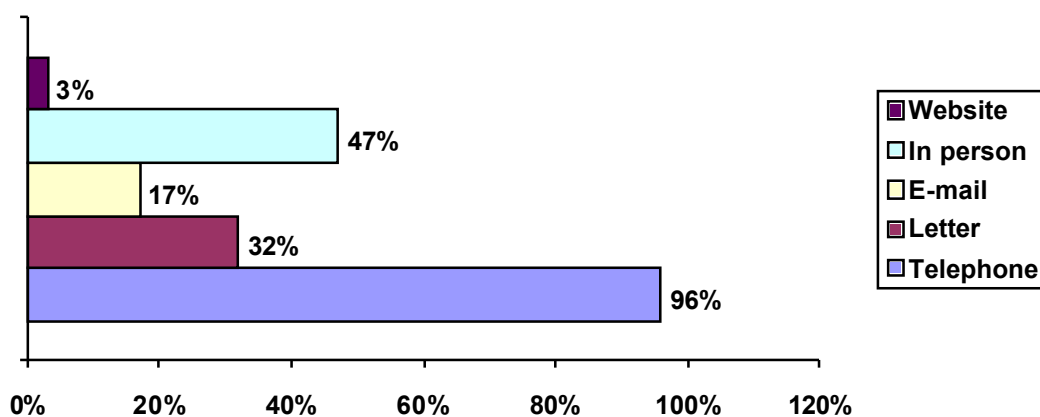
What services are provided	77%
Which services you can request	59%
What standard of service you should expect	37%
How often you can expect to receive services	36%
Whether we think these services are improving	22%

Ninety six percent of respondents said that they normally contact public service in Shetland by telephone. A further 47% indicated that their normal means of contact was in person, this is followed by 32% who contacted services by letter.

Only 17% of people said that they would normally contact public services by email, with an even lower number (3%) using a website to contact public services.

How do you normally contact public services in Shetland?

Telephone	96%
Letter	32%
E-mail	17%
In person	47%
Website	3%



Satisfaction with the methods that people use to contact public services tends in general to be high. For most methods in excess of two thirds of respondents state that they are either fairly or very satisfied. This peaks at 79% for contact by telephone. As would be expected from the previous table there are very high numbers of respondents indicating that they have never used email or a website to contact public services.

Levels of dissatisfaction with the three main means of contacting public services, telephone, in person and letter are all less than 10%. This reached a low of 3% of respondents stating that they were dissatisfied with their face to face contact.

For the methods you choose to use, in general, how satisfied are you with them?

	Very satisfied	Fairly satisfied	Neither/ Nor	Fairly Dissatisfied	Very Dissatisfied	Never Used
Telephone	23%	56%	14%	5%	1%	1%
Letter	19%	46%	17%	4%	3%	11%
E-mail	12%	34%	15%	5%	2%	32%
In person – face to face	23%	55%	12%	3%	0%	7%
Website	3%	9%	19%	7%	3%	60%

Various elements of customer service were enquired about, as the table below highlights, once again very high numbers of respondents feel that the service they receive is either fairly or very good. Eighty two percent of respondents said that the courtesy and politeness of staff was fairly or very good, similarly, 75% of respondents said that the ease of contacting the relevant member of staff was fairly or very good.

The main issue that respondents felt was poor was the speed of response to the issue raised, 20% of respondents stating that this was either fairly or very poor.

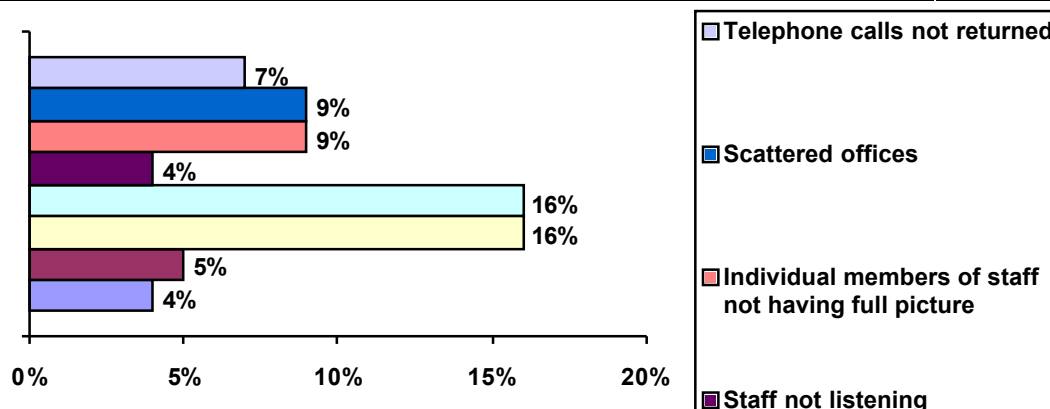
Considering the last time you contacted public services in Shetland, please state how good or poor each of the following aspects of that contact was.

	Very good	Fairly good	Neither/ Nor	Fairly Poor	Very poor
Ease of contacting the relevant member of staff	21%	54%	12%	9%	3%
Staff knowledge and understanding of issue	20%	49%	16%	13%	2%
Courtesy and politeness of staff	38%	44%	10%	5%	2%
Speed of response to issue raised	20%	40%	20%	13%	7%
Satisfaction with final outcome of contact	22%	43%	21%	7%	7%

The two issues that stand out with regard to the reasons for a particular contact being poor are “Not being able to speak to someone who can give an answer” and “Being passed to several members of staff and having to repeat the same information several times”. Both of these issues indicate a requirement for a managed customer contact process.

If you rated any of these Fairly Poor or Very Poor, why do you believe this was?

The length of time to answer the telephone	4%
Offhand/unhelpful reception	5%
Not being able to speak to someone who can give an answer	16%
Being passed to several members of staff and having to repeat same information several times	16%
Staff not listening	4%
Individual members of staff not having full picture	9%
Scattered offices	9%
Telephone calls not returned	7%



Respondents were asked “In what ways do you think contacting public services in Shetland could be improved”. A large variety of different responses were given, some of which are listed below. A full list can be found in the appendices.

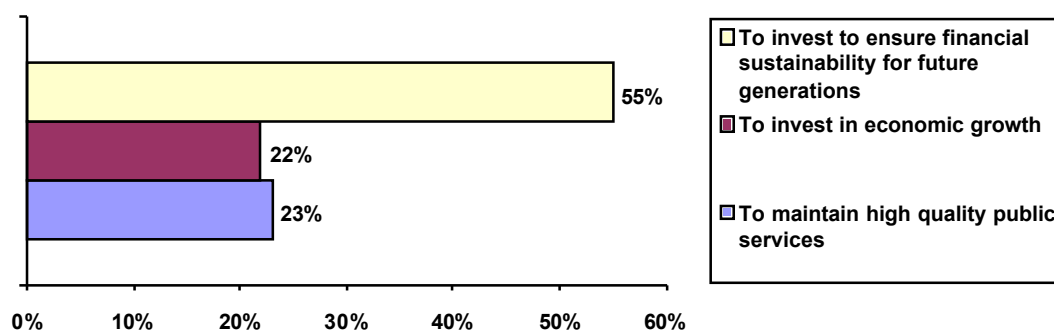
- To be put in touch with the relevant member of staff who has the answers and not to be passed on to pillar to post
- By having all public service under one roof
- From my own experience – a person in charge of an information desk, had very little information
- Well trained staff who are motivated by long term contracts rather than temporary staff who can't possibly have wide ranging knowledge
- Ensure the staff is adequately trained before starting job – customer care, etc.
- The first person who answers the phone should be quick, polite, cheerful, attentive and helpful
- Telephone manner as most people spoken do not give good impression of the service and do not come across as being efficient/interested/caring
- Better training in politeness
- A better telephone manner
- It wasn't contacting the service that was difficult – it was the offhand, deliberately difficult and rude behaviour of the member of staff concerned. Also e.g. the senior members who did nothing concrete in response to our complaint.
- Would like to see some services open on Saturdays or later in evening
- Staff need to be trained to deal with relevant topics in each department
- Contact through web sites could be much improved. Interactivity of web sites compares unfavourably with other local authority sites
- One department that could deal with all contacts by finding out information from respective department and passing on.
- More co-ordination between SIC offices and departments
- Have one member to go through to explain your business, and telephone person (who would know /be trained) who did what would route your call to correct person – rather than shunt from pillar to post. (Member of public occasionally have that problem)
- Clear information on what departments do, e.g. what issues each deals with. Ideally a simple information leaflet with contact names and members and department
- Ensure that every department has a telephone number listed in the Shetland Directory
- Easier access to the right person at the outset
- Department titles do not give a good indication of the services they provide, it can be very confusing!
- People from all departments would be available after 3.00pm on Friday afternoons
- A clear customer charter (Customer Care policy) which indicates exactly the level of service the public can expect
- Leaflets to every household stating what services are available and how you can use them.

2.3 Public Services

Just over half (55%) of all respondents indicated that in their opinion the priority for Shetland is to invest to ensure financial sustainability for future generations. A further 23% said it was to maintain high quality public services and the remaining 22% indicated it was to invest in economic growth.

In your opinion, what is the priority for Shetland?

To maintain high quality public services	23%
To invest in economic growth	22%
To invest to ensure financial sustainability for future generations	55%



Respondents were asked to consider a variety of different services provided by public organisations in Shetland and to indicate how important in their view each of them are. As would be expected high levels of support is evident for each of the services ranging from 99% of respondents stating that it is important to access to health services down to 74% of respondents stating that it is important to promote and support access to Shetlands cultural and recreational services.

Respondents were then asked to select 5 services which they feel are most important for Shetland. By asking the question in such a way respondents are forced to prioritise the services they believe to be most important. This allows the public services in Shetland to address the most important issues first. The top 5 services which people feel are most important for Shetland are as follows;

- Providing secondary education 49%
- Access to doctor/general practitioner locally 47%
- Providing primary education 46%
- Attracting new jobs and businesses to Shetland 39%
- Access to health services e.g. hospital 37%

In contrast the services which respondents are least likely to select as being their most important are as follows;

- Maintenance of street lighting 1%
- Maintenance of footpaths 2%
- Libraries 2%
- Promoting and supporting access to Shetland's cultural and recreational services 2%
- Sport & Leisure facilities 3%

Please state how important you feel each of the following services are.

	Very Important	Quite Important	Not Important	Not at all Important	Don't know
Providing secondary education	83%	15%	1%	0%	1%
Access to doctor/general practitioner locally	80%	18%	1%	0%	0%
Access to health services e.g. hospital	80%	19%	0%	0%	0%
Providing primary education	77%	21%	1%	0%	1%
Services for older people	65%	34%	1%	0%	0%
Services for people with disabilities	65%	33%	1%	0%	1%
Attracting new jobs and businesses to Shetland	63%	32%	3%	0%	3%
Tackling anti-social behaviour	57%	34%	7%	1%	2%
Refuse Collection	54%	43%	2%	0%	1%
Access to Police Services	50%	44%	5%	1%	1%
Providing suitable housing	49%	44%	4%	1%	2%
Support for people to get jobs	47%	43%	7%	1%	2%
Transport within Shetland	44%	48%	6%	1%	1%
Support for businesses in Shetland	39%	50%	6%	1%	4%
Supporting people facing drugs and/or alcohol misuse	38%	44%	11%	5%	2%
Protecting and enhancing Shetland's landscape and environmental heritage	36%	50%	10%	2%	2%
Maintenance of roads	34%	61%	4%	0%	1%
Services for children and families	33%	55%	9%	1%	2%
Street Cleaning/Litter Control	32%	60%	7%	1%	1%
Services for children under five	31%	50%	13%	3%	3%
Recycling	29%	57%	10%	2%	2%
Council house repairs/improvements	27%	59%	10%	1%	3%
Welfare rights and benefit advice	26%	60%	10%	2%	2%
Community Facilities	26%	62%	8%	2%	2%
Adult Education and training	25%	60%	12%	1%	2%
Youth services	24%	59%	12%	1%	3%
Libraries	24%	59%	12%	2%	2%
Maintenance of footpaths	21%	63%	13%	2%	1%
Maintenance of street lighting	21%	56%	16%	5%	1%
Maintenance of Cemeteries, Public Parks and Open Spaces	20%	69%	8%	2%	1%
Sport & leisure facilities	17%	59%	16%	7%	2%
Planning: applications and enforcement	14%	62%	17%	4%	3%
Promoting and supporting access to Shetland's cultural and recreational services	14%	60%	17%	6%	4%

Please select 5 services which, you feel are most important for Shetland?

Providing secondary education	49%
Access to doctor/general practitioner locally	47%
Providing primary education	46%
Attracting new jobs and businesses to Shetland	39%
Access to health services e.g. hospital	37%
Services for older people	33%
Services for people with disabilities	23%
Providing suitable housing	22%
Tackling anti-social behaviour	22%
Support for people to get jobs	21%
Support for business in Shetland	19%
Refuse Collection	13%
Supporting people facing drugs and/or alcohol misuse	12%
Transport within Shetland	12%
Protecting and enhancing Shetland's landscape and environmental heritage	11%
Services for children under five	9%
Maintenance of roads	9%
Access to Police Services	8%
Services for children and families	7%
Street Cleaning/Litter Control	7%
Recycling	6%
Welfare rights and benefit advice	5%
Council house repairs/improvements	5%
Maintenance of Cemeteries, Public Parks & Open Spaces	5%
Youth services	4%
Adult Education and training	4%
Community Facilities	4%
Planning applications and enforcement	3%
Sport & Leisure facilities	3%
Maintenance of footpaths	2%
Libraries	2%
Promoting and supporting access to Shetland's cultural and recreational services	2%
Maintenance of street lighting	1%

In general, most respondents feel that the majority of services provided in Shetland are good or very good. For instance in excess of 90% of respondents believe that the provision of sport and leisure facilities, secondary education and primary education is either quite good or very good. Most other services have in excess of 50% of respondents indicating that they are either quite or very good.

In contrast, the services which people are most likely to feel are poor are as follows;

	Quite or Very Poor
• Tackling anti-social behaviour	53%
• Attracting new jobs and businesses in Shetland	45%
• Recycling	38%
• Transport within Shetland	34%

How good or poor is the quality of each service in Shetland?

	Very Good	Quite Good	Quite Poor	Very Poor	Don't know
Sport & Leisure facilities	68%	27%	1%	0%	4%
Providing secondary education	59%	35%	1%	0%	5%
Providing primary education	58%	35%	1%	0%	5%
Refuse Collection	49%	47%	2%	1%	1%
Services for older people	35%	47%	9%	1%	9%
Libraries	34%	53%	8%	0%	5%
Services for children under five	29%	45%	6%	1%	18%
Access to doctor/general practitioner locally	29%	50%	14%	5%	2%
Access to health services e.g. hospital	29%	59%	8%	1%	3%
Services for people with disabilities	28%	43%	13%	2%	15%
Maintenance of Cemeteries, Public Parks & Open Spaces	28%	59%	3%	1%	9%
Maintenance of roads	26%	54%	15%	3%	2%
Access to Police Services	25%	59%	6%	1%	9%
Maintenance of street lighting	23%	61%	5%	1%	10%
Community Facilities	23%	59%	10%	2%	7%
Support for businesses in Shetland	18%	47%	12%	3%	20%
Adult Education and training	18%	54%	10%	1%	17%
Maintenance of footpaths	16%	53%	19%	2%	11%
Promoting and supporting access to Shetland's cultural and recreational services	16%	49%	11%	2%	23%
Council house repairs/improvements	14%	44%	12%	1%	29%
Youth services	14%	53%	11%	1%	21%
Street Cleaning/Litter Control	14%	53%	21%	4%	8%
Services for children and families	11%	47%	12%	1%	28%
Recycling	10%	40%	30%	8%	12%
Transport within Shetland	10%	50%	27%	7%	5%
Support for people to get jobs	9%	43%	17%	2%	28%
Welfare rights and benefit advice	9%	47%	12%	1%	30%
Providing suitable housing	9%	49%	20%	3%	19%

Supporting people facing drugs and/or alcohol misuse	9%	44%	16%	3%	28%
Protecting and enhancing Shetland's landscape and environmental heritage	8%	55%	18%	3%	16%
Planning: applications and enforcement	5%	42%	19%	6%	28%
Attracting new jobs and businesses in Shetland	4%	24%	38%	7%	27%
Tackling anti-social behaviour	4%	23%	40%	13%	20%

Respondents were asked to look at 5 factors relating to service delivery, ranking the importance of these factors on a scale of 1 (most important) to 5 (least important). As the table below highlights the most important issue is the quality of service with 54% of respondents stating that this was the most important issue.

Second to this is the cost of the service with 21% stating that it is the most important issue, followed by acceptability to those using the service (19%). In contrast the two issues that respondents feel are least important are flexibility for the future, 40% stating that this was the least important issue, followed by acceptability to the general public in Shetland (32% stating that this was least important).

The way services are delivered has to be reviewed regularly by all organisations. These reviews have to balance cost against quality and a number of other factors. How important do you believe the following are?

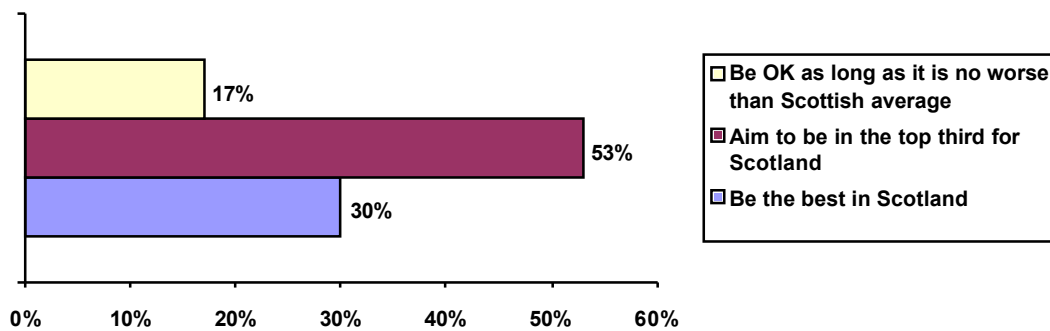
	Most important	Two	Three	Four	Least important
The quality of service	54%	25%	13%	5%	3%
The cost of service	21%	29%	22%	16%	13%
Flexibility for the future	7%	9%	16%	28%	40%
Acceptability to those using the service	19%	26%	28%	20%	7%
Acceptability to the general public in Shetland	12%	13%	18%	26%	32%

Respondents were asked to consider six statements with regard to services in Shetland. For each they were to select the most appropriate ending.

In the first statement 53% of respondents believe that Services in Shetland should aim to be in the top third for Scotland, with a further 30% stating that they should be the best in Scotland.

Statement 1 - Services in Shetland should

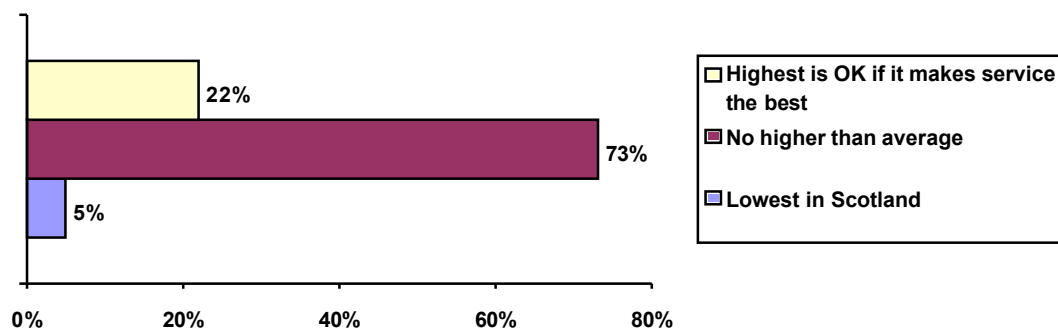
Be the best in Scotland	30%
Aim to be in the top third for Scotland	53%
Be OK as long as it is no worse than Scottish average	17%



In statement 2, almost three quarters (73%) of all respondents believe that the cost of services in Shetland should be no higher than average. A further 22% stated that the highest is OK if it makes service the best.

Statement 2 - The cost of services in Shetland should be

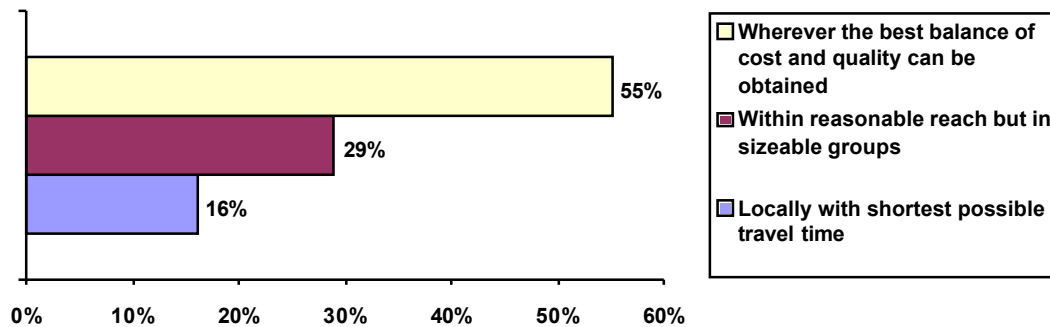
Lowest in Scotland	5%
No higher than average	73%
Highest is OK if it makes service the best	22%



When considering statement 3, 55% of respondents were of the opinion that services should be available wherever the best balance of cost and quality can be obtained. In addition to this 29% of respondents felt that services should be available within reasonable reach but in sizeable groups.

Statement 3 - Services should be available

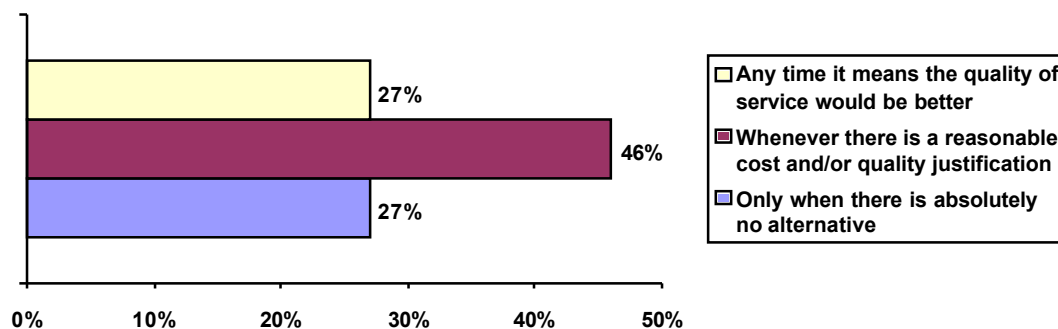
Locally with shortest possible travel time	16%
Within reasonable reach but in sizeable groups	29%
Wherever the best balance of cost and quality can be obtained	55%



With regard to users staying away from home for services, 46% say that it is acceptable whenever there is a reasonable cost and/or quality justification. Twenty seven percent of respondents say it is acceptable any time it means the quality of service would be better, a further 27% believed that users can stay away from home for services, for example, Education and Health only when there is absolutely no alternative

Statement 4 - Users can stay away from home for services, for example, Education and Health

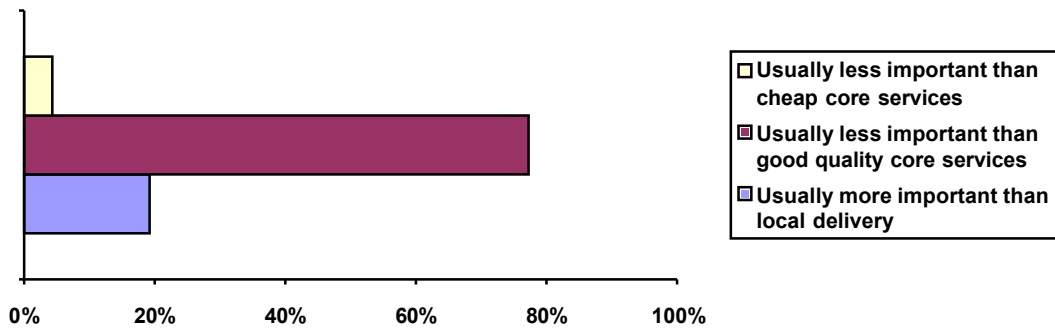
Only when there is absolutely no alternative	27%
Whenever there is a reasonable cost and/or quality justification	46%
Any time it means the quality of service would be better	27%



Seventy seven percent of respondents were of the opinion that a wide choice of service is usually less important than good quality core services, with a further 19% stating that a wide choice of service is usually more important than local delivery.

Statement 5 - A wide choice of service is

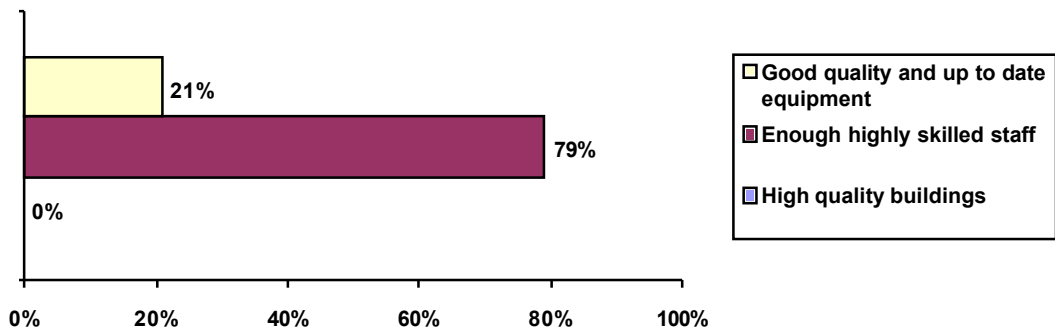
Usually more important than local delivery	19%
Usually less important than good quality core services	77%
Usually less important than cheap core services	4%



The two main issues that people believed are required to provide good service delivery are, enough highly skilled staff (79%) and good quality and up to date equipment (21%).

Statement 6 - For good service delivery it is most important to have

High quality buildings	0%
Enough highly skilled staff	79%
Good quality and up to date equipment	21%

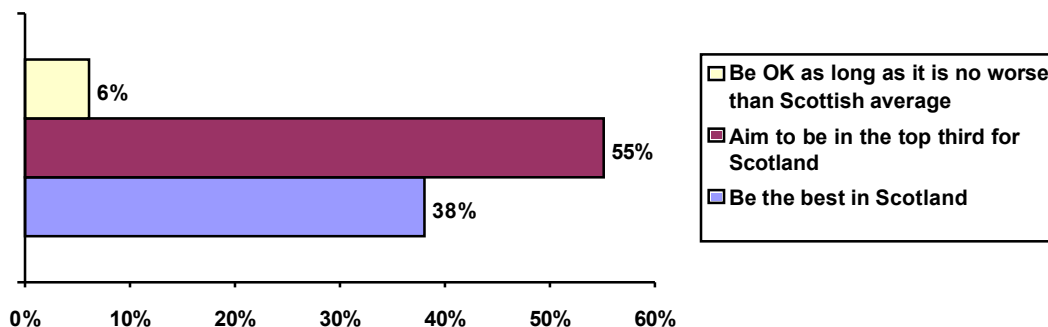


Respondents were asked to consider a further six statements regarding education provision in Shetland. These statements are in the same format to those covering services in general.

As with service delivery in general, 55% of respondents believe that Shetland Education should aim to be in the top third in Scotland. A further 38% think that Shetland Education should be the best in Scotland.

Statement 1 - Shetland Education quality should

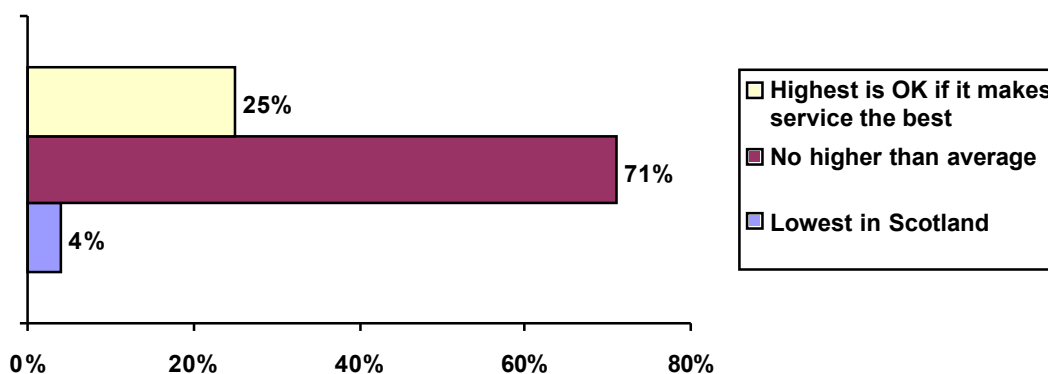
Be the best in Scotland	38%
Aim to be in the top third for Scotland	55%
Be OK as long as it is no worse than Scottish average	6%



Seventy one percent of all respondents think Shetland education costs should be no higher than average, a quarter (25%) of the panel think that the costs of Shetland education could be the highest if it makes the service the best.

Statement 2 - Shetland Education cost should be

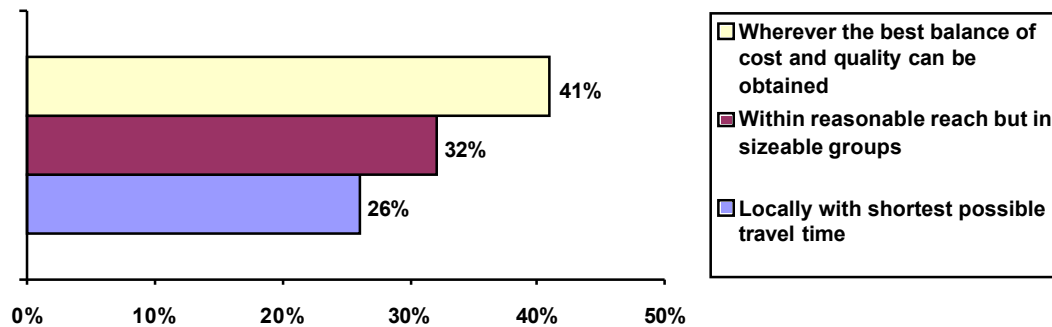
Lowest in Scotland	4%
No higher than average	71%
Highest is OK if it makes service the best	25%



There is a mixed response regarding where students should attend schools. Forty one percent think that students should attend schools wherever the best balance of cost and quality can be obtained. A further 32% are of the opinion that they should attend schools within reasonable reach but in sizeable groups. Just over a quarter (26%) of all respondents think that students should attend schools locally with the shortest possible travel time.

Statement 3 - Students should attend schools

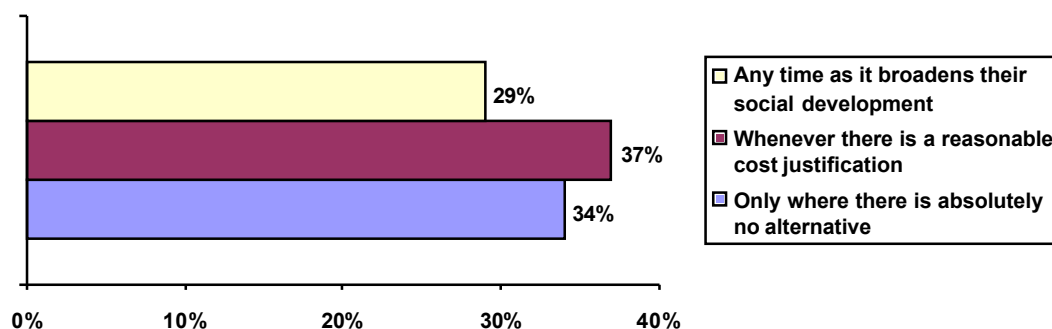
Locally with shortest possible travel time	26%
Within reasonable reach but in sizeable groups	32%
Wherever the best balance of cost and quality can be obtained	41%



With regard to staying away from home for education, 37% of respondents think that it is suitable whenever there is a reasonable cost justification. A further 34% think it is suitable only when there is absolutely no alternative. Twenty nine percent of respondents think that students can stay away from home for education at anytime as it broadens their social development.

Statement 4 - Students can stay away from home for Education

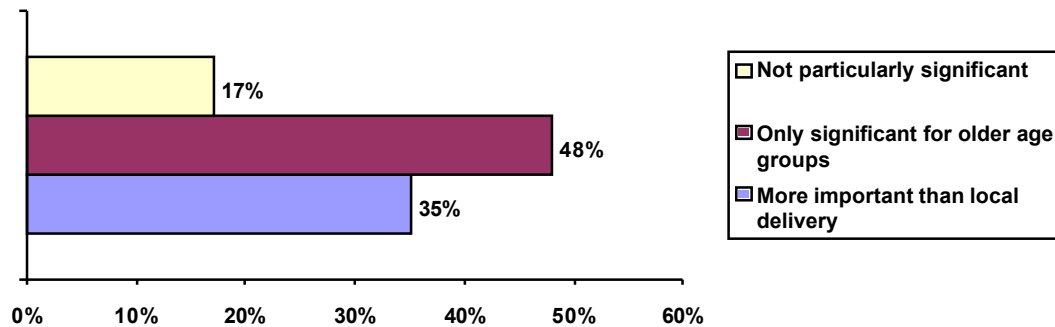
Only where there is absolutely no alternative	34%
Whenever there is a reasonable cost justification	37%
Any time as it broadens their social development	29%



Forty eight percent of respondents believe that a wide choice of subjects and specialisation in teaching is only significant for older age groups. In contrast 35% of respondents think that a wide choice of subjects and specialisation in teaching is more important than local delivery. The remaining 17% think that a wide choice of subjects and specialisation in teaching is not particularly significant.

Statement 5 - Wide choice of subjects and specialisation in teaching is

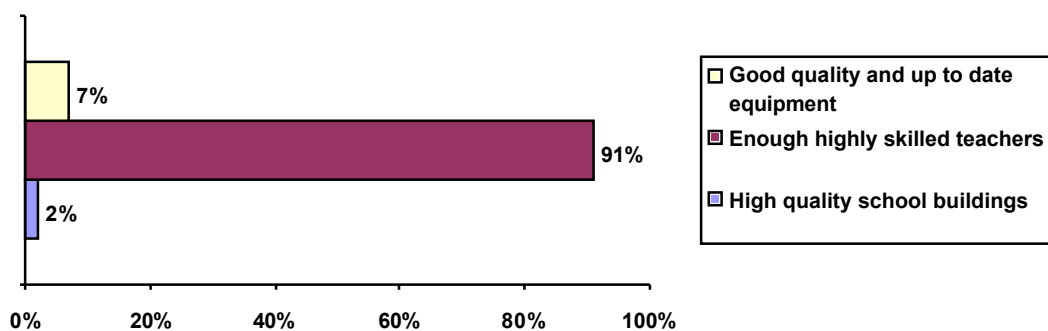
More important than local delivery	35%
Only significant for older age groups	48%
Not particularly significant	17%



Almost unanimously, 91% of all respondents state that for good education it is important to have enough highly skilled teachers. A further 7% believe that it is important to have good quality and up to date equipment.

Statement 6 - For good Education it is most important to have

High quality school buildings	2%
Enough highly skilled teachers	91%
Good quality and up to date equipment	7%



Respondents were shown a list of issues which will have an impact on the Shetland community. In general, the majority of respondents, over 75% believe that all of these issues are important for the public organisations in Shetland to address. Many of the issues have a rating in excess of 90% such as treating individuals fairly, treating people with ill health and creating jobs to name but three.

In most cases the number of people stating that the issues are not important is less than 10%. Some issues do have 10% or more respondents stating that they are not important. These issues are as follows;

- Fear of crime 23%
- Promoting and supporting cultural activity 20%
- Protecting and enhancing landscape 16%
- Increasing the amount and quality of child care provision 13%
- Improving public safety 12%
- Protect and value diversity of nature 11%
- Tackling anti-social behaviour 10%
- Strengthening rural communities 10%

Thinking about the needs of the Shetland community, please state how important you feel each of these issues are for the public organisations in Shetland to address?

	Very Important	Quite Important	Not Important	Not at all Important	Don't know
Treating all individuals fairly	68%	29%	1%	1%	1%
Treating people with ill health	67%	32%	1%	0%	0%
Creating jobs	66%	30%	3%	0%	1%
Developing external transport links	63%	35%	1%	0%	1%
Diversifying the Shetland economy	54%	40%	4%	0%	2%
Marketing Shetland	53%	39%	4%	1%	3%
Developing skills and training	53%	44%	2%	0%	1%
Meeting the needs of older people	53%	44%	3%	0%	1%
Meeting the needs of people with disabilities	52%	44%	3%	0%	1%
Improving the general health of the Shetland population	50%	46%	3%	0%	1%
Improving the standards in education and training	49%	48%	2%	0%	1%
Tackling anti-social behaviour	49%	41%	9%	1%	1%
Protecting resources	46%	49%	4%	0%	1%
Developing telecommunication links	45%	50%	2%	0%	2%
Providing affordable and good quality housing	44%	47%	6%	1%	1%
Meeting the needs of young people	44%	49%	6%	0%	1%
Minimise waste	42%	50%	6%	0%	1%
Improving public transport links	41%	51%	7%	0%	1%
Strengthening rural communities	38%	51%	9%	1%	2%
Improving public safety	35%	51%	11%	1%	2%
Enabling people to participate	32%	58%	7%	1%	3%

Consulting more closely with local communities	32%	56%	8%	1%	3%
Fear of crime	31%	43%	20%	3%	3%
Keeping the local environment tidy	30%	64%	5%	0%	1%
Protect and value diversity of nature	27%	59%	10%	1%	3%
Increasing the amount and quality of child care provision	25%	56%	12%	1%	7%
Protecting and enhancing landscape	25%	57%	15%	1%	2%
Promoting and supporting cultural activity	16%	60%	17%	3%	4%

As stated previously, when respondents are asked to indicate is an issue or an service is important we normally experience large numbers of people saying that they are all important. To be able to prioritise these issues respondents have been asked to indicate which in their view are the top 5 most important issues to be addressed in Shetland.

The top 5 issues to be addressed are as follows;

- Creating jobs 33%
- Developing external transport links 31%
- Diversifying the Shetland economy 31%
- Marketing Shetland 28%
- Treating people with ill health 25%

In contrast, the five issues that the smallest number of respondents feel should be addressed are as follows;

- Enabling people to participate 5%
- Promoting and supporting cultural activity 5%
- Increasing the amount and quality of child care provision 6%
- Keeping the local environment tidy 6%
- Protect and value diversity of nature 7%

Please state the 5 most important issues to be addressed in Shetland

Creating jobs	33%
Developing external transport links	31%
Diversifying the Shetland economy	31%
Marketing Shetland	28%
Treating people with ill health	25%
Developing skills and training	22%
Treating all individuals fairly	21%
Providing affordable and good quality housing	21%
Improving the general health of the Shetland population	20%
Tackling anti-social behaviour	20%
Improving standards in education and training	18%
Meeting the needs of people with disabilities	17%
Meeting the needs of older people	15%
Strengthening rural communities	13%

Meeting the needs of young people	12%
Improving public transport links	12%
Developing telecommunications links	11%
Protecting resources	11%
Fear of crime	10%
Consulting more closely with local communities	9%
Protecting and enhancing landscape	9%
Minimise waste	9%
Improving public safety	8%
Protect and value diversity of nature	7%
Increasing the amount and quality of child care provision	6%
Keeping the local environment tidy	6%
Enabling people to participate	5%
Promoting and supporting cultural activity	5%

As the table below highlights, the top 5 issues that the residents of Shetland indicated are a priority to be addressed, are in general not perceived to be tackled very well. For example only 27% of respondents believe that the issue of diversifying the Shetland economy is being tackled well. In contrast the top 5 issue that is being tackled well is that of treating people with ill health, 83% of respondents stating that this is being tackled well.

	Top 5 issues to addressed	Issues tackled fairly or very well
Creating jobs	33%	40%
Developing external transport links	31%	41%
Diversifying the Shetland economy	31%	27%
Marketing Shetland	28%	45%
Treating people with ill health	25%	83%

The main issues that people feel are being tackled either fairly or very well in Shetland are as follows,

	Issues tackled Very/Fairly Well
• Treating people with ill health	83%
• Improving the standards in education and training	83%
• Meeting the needs of older people	79%
• Developing skills and training	74%
• Meeting the needs of people with disabilities	69%
• Keeping the local environment tidy	69%
• Meeting the needs of young people	68%

How well do you think these issues are being tackled in Shetland?

	Very Well	Fairly Well	Not Well	Not at all Well	Don't know
Meeting the needs of older people	20%	59%	10%	2%	10%
Treating people with ill health	19%	64%	9%	1%	5%
Meeting the needs of people with disabilities	17%	52%	10%	3%	19%
Improving the standards in education and training	16%	67%	8%	1%	9%
Meeting the needs of young people	13%	55%	15%	3%	14%
Keeping the local environment tidy	10%	59%	21%	4%	6%
Developing skills and training	9%	65%	15%	1%	10%
Increasing the amount and quality of child care provision	9%	51%	12%	3%	25%
Improving the general health of the Shetland population	8%	58%	21%	3%	10%
Promoting and supporting cultural activity	8%	56%	13%	2%	20%
Developing telecommunication links	7%	47%	25%	5%	16%
Treating all individuals fairly	7%	53%	21%	5%	14%
Fear of crime	7%	48%	20%	6%	18%
Marketing Shetland	6%	39%	39%	7%	10%
Providing affordable and good quality housing	6%	49%	24%	5%	15%
Protecting and enhancing landscape	6%	51%	22%	5%	16%
Improving public transport links	6%	46%	27%	11%	11%
Developing external transport links	5%	36%	39%	14%	7%
Improving public safety	5%	61%	17%	2%	15%
Tackling anti-social behaviour	5%	32%	33%	13%	16%
Protect and value diversity of nature	5%	51%	17%	3%	23%
Enabling people to participate	4%	50%	21%	2%	22%
Consulting more closely with local communities	4%	47%	26%	8%	15%
Protecting resources	4%	42%	26%	13%	15%
Minimise waste	4%	37%	34%	13%	13%
Creating jobs	3%	37%	38%	10%	12%
Diversifying the Shetland economy	3%	24%	43%	14%	16%
Strengthening rural communities	3%	42%	33%	8%	13%

2.4 Neighbourhood Issues

The table below highlights the types of issues that respondents feel are a problem in their area. The top three issues are all related to drugs/drink, with in between 70% and 80% of all respondents stating these as a problem.

Other issues relating to facilities for young people and youth disorder issues such as lack of facilities for young people, young people hanging about the streets and vandalism, graffiti or other deliberate damage to property.

The types of issues that respondents are least likely to state are a problem are as follows;

Percentage of people stating issues are not a problem

- Noisy neighbours or loud parties 49%
- Discarded needles 43%
- Lack of safe places for children to play 40%
- Adults hanging around on street 37%
- Smells and fumes 37%

How much of a problem are each of the following issues:

	Very Big Problem	Fairly Big Problem	A Minor Problem	Not a Problem
Drugs	42%	40%	13%	5%
Drink/drug driving	42%	41%	13%	4%
People using or dealing drugs	39%	34%	18%	9%
Speeding traffic	29%	41%	23%	7%
Lack of facilities for young people	21%	31%	26%	23%
Young people hanging around on the streets	20%	31%	31%	18%
Drinking outside in public places	19%	26%	30%	25%
Dog fouling	18%	19%	46%	16%
Vandalism, graffiti or other deliberate damage to property	16%	36%	37%	11%
Rubbish or litter lying around	15%	38%	41%	6%
People being attacked or harassed	14%	28%	41%	17%
Abandoned or burnt out cars	9%	16%	44%	30%
Anti-social tenants	8%	14%	42%	36%
Damp houses	8%	16%	47%	29%
Unemployment	8%	22%	49%	21%
Discarded needles	6%	11%	39%	43%
Poor quality roads and pavements	6%	17%	47%	30%
Noisy neighbours or loud parties	5%	9%	37%	49%
Lack of safe places for children to play	5%	15%	39%	40%
Adults hanging around on street	5%	20%	38%	37%
Burglaries	5%	12%	53%	31%
Smells and fumes	4%	8%	52%	37%

Finally, respondents were asked to indicate the two or three main issues of concern to them regarding safety in their community. In line with the responses to the previous table, the biggest issue drink related including underage drinking and drink/drug driving. In addition to this speeding traffic and bad driving is an issue.

Other issues that more than 10% of respondents have a concern about are drug users and dealers and young people hanging about the street and the associated lack of facilities for them.

A full list of the verbatim comments can be found in the appendices.

What are the 2 or 3 main issues of concern to you regarding safety in your community?

Too many drink outlets/underage drinking/drink/drug driving	36%
Speeding traffic/bad driving/parking/traffic in Lerwick	34%
Drugs/drug users or dealers	26%
Lack of facilities for youngsters/hanging around/abusive	15%
Crime/street violence – increase	9%
Lack of police presence/poor court sentences/lack of CCTV	6%
Anti-social neighbours/behaviour of young people	6%
No street lighting/lack of pavements/litter/narrow roads	5%
Less vandalism	4%
Lack of children’s play areas/safety of children	3%
Ice on roads/poor quality and narrow roads/seas on roads	2%
Dog fouling/menacing dogs	2%
Litter/rubbish/old cars left at roadside	2%

Appendices

Open Ended Responses

Example Questionnaire

SHETLAND ISLANDS
“Your Voice”
Questionnaire – Spring 2004

Q2 If you have moved to Shetland, where did you move from? Please indicate City/County and Country.

Cowdenbeath-Fife – Scotland
Belper – Derbyshire – England
North Shields – Tyne & Wear
Aberdeen
Lincolnshire – England
Berwick-upon-Tweed, Northumberland
Brechin – Angus - Scotland
Berwick-upon-Tweed, Northumberland
Kilwinning – Ayrshire
Edinburgh
Dundee – Scotland
Aargau – Switzerland
London – UK
Bristol – Avon - England
Bideford – North Devon
Branscombe - Devon
Thurso - Caithness - Scotland
Torphichen – west Lothian – Scotland
Shetland – abroad – Edinburgh - Shetland
Birmingham – England
Glasgow – Scotland
Cumbernauld – Dunbartonshire – Scotland
Australia
Cumbernauld - Dunbartonshire
Ashford – Kent
Lincoln – England
North Berwick – East Lothian – Scotland
Orkney
Cornwall then Lincoln
Paisley – Renfrewshire – Scotland
Glasgow – Scotland
Staffordshire - England
Romney Marsh, S.E. Kent, England
Lichfield – Staffordshire – England
Born here
Fife – Scotland
Peterborough - Cambridgeshire
Aberdeen – Scotland
Warwickshire – England
Livingstone – West Lothian (briefly) Previously Montevideo – Uruguay
Lowestoft – Suffolk, Mother Shetland and live in Grandmother’s house
Glasgow

Freuchie – Fife – Scotland
Glyncorring – Glamorgan – South Wales
Culloden – Inverness-shire-Scotland
Queenstown – New Zealand
Edinburgh
Sutherland
West Yorkshire
Huntly – Aberdeenshire – Scotland
Peterhead – Aberdeenshire
London – UK
Fraserburgh – Aberdeenshire – Scotland
Balado, Perthshire
Aberdeenshire
Bradford – West Yorkshire – England
Linwood – Renfrewshire - Scotland
Falkirk - Scotland
Uxbridge – Middlesex – England
Aberdeen – Scotland
Aberdeen – Aberdeenshire – Scotland
Cambridge – England
Hoo – Kent - England
Thurso – Caithness – Scotland
Kinross – Kinross -shire

Q3 What are the 2 or 3 things that you like most about the area in which you live?

Proximity to Lerwick/Community Spirit
Quiet/residential area
Peaceful/countryside
Peace/quiet/people and the way of life
Friendly neighbourhood/free open Country aspect/good local shop and acceptable transport link to link
Easy access to shops, restaurants, leisure facilities, pubs
Easy to get to shops and town - good neighbours
The view of the sea/quiet area/no through traffic
Peaceful/friendly
Good area/easy access to all amenities/quiet
The people
Quiet/open views
Community/excellent school/attractive countryside
Less traffic on roads/peaceful
Distance from Lerwick/view
Nice people/good school/beautiful environment
In town but also country/peaceful/good neighbours
Scenery/safety/quietness
Quiet rural area/the view
Less crime/fresh air/less traffic
Close to schools and shops/friendly area
Beautiful clean environment/peace and quiet/low level of population pressure

Scenery/good shops/good transport
 The people and the lifestyle
 The sea view and not much traffic on the roads
 Safe for children growing up, friendly people, and now we are trying to build on the community
 It is quiet and peaceful/it feels safe/I feel part of a community
 Quiet surroundings/friendly people/closeness to airport
 Peaceful/rural location close to amenities etc. school, shop, post office, swimming pool
 Quiet – friendly village
 Crime free, good education and quiet
 As my mother said Shetland is just like milk and honey
 Peace & quiet/being near the sea/safety
 It is rural and it is safe
 Natural environment/wildlife
 Friendly neighbourhood/close to all required amenities
 Peace and quiet
 Friendly people/Marine environment/work opportunities
 Ability to live near my place of work
 People/crime free location
 Central location/quiet/within walking distance to shops etc.
 Nice area and people/Good Council services
 Relatively safe environment/family friendly
 Good facilities – education, care for elderly, sports etc.
 Fresh air and freedom to come and go
 Quietness/sea views/friendly neighbours
 Family
 Safe environment for bringing up children/Nice and green – no built up area/Friendly neighbourhood
 Rural area, which has schooling from Nursery to 6th year, Sports Centre, Health Centre and good local shop
 It is central but quiet, close to all amenities e.g. school, Clickimin, shops. The neighbourhood is being done up and looks good, with plenty open space/The people
 The peace and quiet/the view and walks/the people
 Location/Scenery
 Proximity to Countryside/relative freedom to walk in unspoilt areas.
 Quiet/lovely surroundings/people
 Quiet area with little traffic/Good neighbours/easy access to shops etc.
 Rural/space to live/peaceful
 Safe place to live/the environment
 Rural very scenic/close proximity to Lerwick
 Community spirit/freedom/lack of crime
 Community spirit/good school and the Sandwick Social Club
 Space/safe/friendly
 Personal and property security/beautiful scenery/friendship
 Lack of traffic/scenery
 Lack of serious crime/peace of mind/friendly neighbourhood
 Very friendly neighbourhood/no crime
 The scenery and the friendly people
 Natural environment/relative safety of the community
 Quiet and peaceful/Shop, post office, social club and swimming pool

Other people/general community ability to pursue hobbies/outdoor interests
 Sparse population/wildlife/scenery
 Community spirit/freedom/lack of crime
 No crime/peaceful
 Security/scenery/opportunity
 Quiet area, good neighbours
 That it is my ancestral home for this earthly life/that it is comparatively safe to live in by UK standards/that the sea separates, and can sustain
 Quiet/relatively friendly/not too far from town
 Nice and peaceful area/people are friendly/no vandalism
 Safe/clean/quiet
 Beautiful surroundings/peace and quiet/hill walking
 Community/open space/access to ocean
 Fresh air/friendly people
 Near the sea/low crime rate/clean environment
 Beautiful Countryside/Friendly people/Close to work
 Quite quiet/nice neighbours
 Local amenities, good community spirit/easy distance from Lerwick and Sumburgh
 The community in Aith all work very well together
 Scenery/close to airport
 Small community/good school and Social services
 The beautiful view from my living room window and my great neighbours
 Safe/quiet/near a shop
 Scenery/people
 Location/clean environment
 Easily accessible service e.g. public bus/good facilities/active community
 Countryside/open spaces
 Good schools/safety at nights/above all, the local people
 Friendly but uninteresting neighbours/safe for children playing
 The peaceful environment and the friendly people
 Rural/lived from marriage and all the family grew up here/Plenty of open spaces e.g. beaches, hills
 Peaceful quiet area/central for school and leisure centre shops etc./Nice neighbours
 Beauty/peace/distance from Lerwick (not far)
 Being part of a small community – always knowing someone when out. The landscape and peacefulness
 Nice friendly people/good environment to live/little crime
 Near the shops – scenery
 Location/house/good neighbours
 Small scheme, quiet area, part of the town but not in the centre
 Community spirit – close-knit community
 Lovely scenery
 Quiet & friendly
 Quiet & safe
 Peace/Seclusion/Good neighbours
 It is home to us and our family/the place and the people
 Close to amenities/schooling/close to family
 Friendly neighbours/access to sea and country/wildlife
 Sense of community/rural area – not built up- local facilities – school shop PO Hall etc.

Amazing scenery and bird life, friendly people/good community spirit/good culture/cosmopolitan, so wide range of people to meet. Love the Clickmin Sports Centre!
 The neighbours
 Handy for shopping and fresh air
 Quiet/central to school, shops, sports centre
 Rural location/easy access to all facilities
 Quiet/Central
 Friendly people and safety/low violent crime
 Sense of community/rural area-not built up/local facilities – school shop PO Hall etc.
 It is quiet area/good neighbours except for two
 It is near to the school and shop/family are nearby
 Scenery/peacefulness/near local shop and Post office
 Safe for children to play/close to Town Centre
 It is quite quiet/just close enough to Lerwick without being in the town
 View over Clickimen loch/excellent neighbours/Near to sports centre, supermarket and school
 My view, my house looks out over the St. Ninians Isle with Foula on the horizon. Bigton is a good community to live in
 It is friendly/good neighbours/and the whole street gets on well together.
 Privacy, views, neighbours
 Good neighbours/nice and quiet
 The island environment/the people/the climate
 Safe/quiet/good neighbours
 Peaceful and lots to do
 Post office being in district also local shop. Nearness to school and bus service
 Quiet/safe/clean
 Cleanliness and Peace and quiet
 Near my work/good facilities, garages, shops and Health Centre
 Quiet area/near supermarket and leisure centre
 Education system/friendly community
 Nice and quiet/good neighbourhood
 It is peaceful/I'm content/I like my neighbours
 Community spirit/safety (no crime, drugs etc) – high level of Education achieved
 Quiet, friendly, safe i.e. level of crime etc./view
 Space/views/security
 The peace/scenery/family near by
 Neighbourliness/Community spirit and co-operation/Informal friendliness
 Close to facilities/shopping and quiet
 Beautiful location/good neighbours/comfortable accommodation
 Lot of amenities/good services
 Peace and quiet/shelter/good neighbours

Q4 What are the 2 or 3 things that you least like about the area in which you live?

Too many young people out in the evening creating trouble, perhaps not enough facilities for young people
 Not much parking spaces in Ladysmith Road for visiting cars
 Tied to ferry timetable/lack of amenities
 Cats fouling gardens!
 Litter

Water supply/Salmon cages
 Anti-social behaviour/adult/young people hanging around on the streets
 Do not mind the area at all – it is a good place
 Continual digging up of roads
 Too far from main road (2 ½ miles) – inadequate Public transport
 Anti-social behaviour
 Transport cost
 Increasing bureaucracy and the” nanny state”
 Interference in local communities by so much eco-freaks with wildlife ‘hang ups’
 Restrictions in Public Transport – all trips governed by ferry service
 Cost of travel to mainland U.K.
 Reliance on car. A vehicle is essential to commute to work and to participate in social activities
 Unfriendly neighbours/unhelpful neighbours
 Too many cats/road is not cleared of snow in the winter/road is not swept
 The road conditions at Blydoit in winter as the ground gets too wet with the hill springs in winter
 Lack of good eating places/lack of proper cinema/apparent rise in street crime
 “Rubbish” lying around outside peoples houses e.g. old cars, fridge’s etc. No other dislikes
 Too much violent behaviour and beatings/high cost of fuel
 Access to public services limited e.g. transport
 Local school is at risk of being closed
 No access to dental services
 No local shop or other meeting place. Difficult to walk/cycle on (single track) roads with deep ditches either side and no cycle tracks
 Built up/not enough shops/expense travelling to Mainland
 No domestic rubbish containers and no recycling being encouraged
 Lack of services/Lack of trees
 Council ignorance about the west-side – relocation of services etc.
 Not enough buses/No regular newspapers
 Dogs fouling street/stray cats
 The weather/rubbish and litter/price of fuel
 Attitude of service industry is very bad. Cost of getting off the island
 Tourism is not promoted or given enough money, or taken seriously
 The expensive fuel costs/the inconsideration that we receive from local and national government
 The weather and lack of things to do
 Can be noisy/vandalism to car
 Threat of School closure, no public toilets, no adequate turning at road end e.g. large buses
 Lack of family members/sheep/cost of transport off the Islands
 The transport situation and lack of good shops
 No Sunday papers/time and cost to get to the Scottish mainland.
 Too much plastic wastes everywhere
 I’m near a beautiful beach (clean and well)
 I’m close to nature, the weather, the bird life.
 Speed of passing traffic
 I like the scale of the community
 Lack of amenities and public transport
 No cinema/ten pin bowling

Long dark winters/remote from friends
 Poor public transport, expensive travel to mainland and lack of good quality night entertainment
 Poor town planning resulting in small housing development in an unsuitable site. School children from A.H.S trespassing through gardens in the area
 Some of the locals are very close – nobody comes along – you could be dead and nobody would know!
 Lack of employment opportunities
 Alcohol abuse!
 Lack of suitable return bus services to vote or to get to Lerwick
 Difficulty of travel of the Island/Weather
 Having to 'taxi' my children to the village/bus etc./but that is a small price to pay
 No Post Office/One shop closed other one just about closed
 Planning department giving permission for Salmon Farms to be sited in the Voe, despite objections. From my observations this department never takes into account their residents' views.
 I think the only problem I came up against time and time again, is that it is so expensive to travel to and from Shetland – make it more affordable and then the majority of people would travel more
 Not always a visible Police Force
 Waste of public money/high airfares
 Lack of parking during office hours
 Lack of shops/big stores
 Violence/Unemployment
 Poor service from local shops/garages/suppliers
 Time (not cost) it takes to travel south. Transport links cut by weather
 Expensive travel to mainland (and further) for holidays etc.
 Lack of private enterprise/service providers – reliance on SIC and voluntary organisations
 Have to go to Lerwick for affordable shopping and petrol
 Inequalities with town dwellers facilities
 High cost of fuel/lack of Social venues for 12-17 year old young persons
 Very poor public transport and services/the cost of Air fares and ferry, if you need to get to the main lane i.e. Aberdeen
 Expense of getting from point A to B etc.
 Quarry next door/pollution from farm
 Travel costs/ferry fares/lack of ambition
 That it is subject to the tyranny of the EU, Westminster and Scottish Executive mis-rule/Education is at an extremely low standard but still costs £1,500 for every man, woman – child every year
 Too many bad families moving into the housing schemes/there's more kids outside the youth club and on the roads than what is inside.
 Litter from High School children
 Distance from town (occasionally)
 Seven miles to nearest shop and Post Office
 Cronyism in the Council/Council waste of public funds
 Poor shopping experience/the local authorities lack of frugality/lack of capacity to make strategic decisions for the long term benefit of the whole community
 Inaccessibility (distance and cost of training) – Weather (but there you go.

Lack of respect for the environment (in particular broken bottles causing danger to children) also litter – beer cans, salmon farm debris, crofter’s debris, old cars. Far too many neglected sheep and expensive fences. Extreme waste of money on ferry manning – empire building Restrictive public transport/derelict buildings/vehicles
The roads into Sandwick at north junction which despite being closed for improvements in 2003 it is still single track
Lack of amenities/roads
Litter/speeding
Dog fouling!
No school bus/very limited parking around the school
The cost of getting to and from Shetland very expensive
Wind/lack of regular (daily) supplies/difficulties when travelling to other Islands
Need a car to get anywhere/expensive to visit family in Unst
Being on an island, tunnel or bridge would be great.
Not much for the kids/speed limit often broken on Main Road at end of street.
The untidiness of local farmers who are not caring about their surroundings
Having to get ferries to go to Mainland Shetland and a day in town clock watching for family times.
Noise
The noise and mess of the seagulls/too close to neighbours – not enough space around house and not enough parking
Having to change Doctors/lack of dental care provision
More houses being built/poor verges to roads
I like this area
In my council house I am surrounded by alcoholics that are making more money on benefits than I do at work. People in surrounding houses making a mess of the estate. The terrible state of the roads
Too far from work/lack of entertainment for teenagers/don’t know many people
Litter (especially drink cans lining the roads)
The disregard for the environment, especially the marine environment, by SIC planning department and those responsible for Works Licences
Quality shopping/Inconsistent levels of food provision in hotels and restaurants
Expensive air and boat fares
I feel traffic is too fast in the Murrayston area. There should be a speed limit 20 mph and also traffic parking
The increasing amount of young teenagers congregating in the area using foul and abusive language with complete disrespect to those around them
Traffic tends to go too fast at night time
The time it takes to see a Doctor and the poor service you get when you do get to see one.
Remoteness/travel cost to Mainland and general costs too high/lack of good shops
Lack of opportunity and cost of travel
Far from the town centre/No car so need taxi’s out of bus times/not that easy to find (visitors)
Anti-social behaviour especially on Commercial Street on a Saturday afternoon
Lack of amenities for young people/lack of decent clothes shops/costly to get off the island
Cars speeding on Westerloch road.
Dog dirt fouling the pavement and walkway round loch
Unsociable, fast and loud drivers/local gull/pigeon problem/dog mess
Lack of pavements and street lighting
Unfortunately – the general conduct (misconduct of a minority of the younger generation)

The cost of travel and transport to and from the Isles.
 No sewage system (septic tanks everywhere!)
 Distance from Leisure centre etc. (involves lots of long runs to and from events/clubs etc)
 Delivery costs – especially from mainland companies
 I would like a speed limit on the road leading past Colonel Place
 Irregular buses/would like to see more effort put into local gardens/too many Shetland ponies making everything a muddy mess
 No speed bumps on road. Cars drive too fast up crescent. Car vandalism (scratches)
 A building site very nearby
 Traffic at school time/exposed to wind
 There is nothing to do/children being bored!
 Few buses/no pavement down lane
 Customer service in shops and many businesses is poor – too laid back and travel to/from mainland very expensive
 The two drug dealers who are going to prison
 Constantly having to fight the Education department to leave our school (secondary department) open
 Ferry/flight fares
 Lack of pavements alongside Main road (for safe walking)
 Lack of traffic speed control through village
 Idiotic single track road from 60 mph speed limit sign above Setter to main A970 road. If as we were told years ago, it is to prevent people from speeding, why the 60mph speed limit?
 Litter all over - disgraceful

Q7a If so, what?

The expense to get on/off Island by plane
 Travel between here and Aberdeen when unwell (hospital)
 Transport availability and costs
 Cost of getting on/off Island
 Price of airfare
 Cost of travel to mainland
 Costs of travelling to mainland U.K.
 The awful high fares on planes/steamers. Late connection with Orkney on North Link boats. Long waits for goods ordered (sometimes)
 Shopping choice – external transport costs
 Cost of getting on and off Shetland
 Cost of travel to British mainland
 Weather restrictions when planning to leave for holidays
 Travel south due to the expense
 The cost of travelling out with Shetland
 Price of getting of Shetland to mainland
 The cost of getting on and of Shetland
 Price of airfares
 The cost of transport off the Island
 High cost of travel to mainland (Aberdeen)
 High cost transport links to rest of UK i.e. flights and ferry is the only disadvantage
 My lack of a dentist at present/lack of a Iyengar Yoga Teacher!
 Lack of a local choir (Soothend)

The cost of access to the rest of the U.K
 Price of fuel and high airfares
 Cost of living/travel expense to the mainland
 Lack of shops and restricted opening hours
 Travel to the Mainland – cost!
 Lack of choice of shopping
 Visiting relatives – too expensive
 Cost of travel, especially on a short notice i.e having to go south quickly to family who are ill or even to attend a funeral. Lack of good competitive shops/i.e. choice, price and quality
 Family and friends can't travel to visit because of the price of travel
 Maintaining contacts (professional and social) elsewhere
 Cost of travel to mainland
 Travel
 Expensive to get off the Island
 Cost of travel south
 Communications – cannot get to Lerwick before 11 am by public transport nor return without 4 mile walk
 Lack of respect from youths
 Transport only Thursday's from Papil – alternate week a taxi meets bus in Hamnavoe to Papil – sometimes too many passengers for taxi
 Broadband – council selected BT for better Lerwick Service but not service throughout Island
 To/From – Plans to develop wrong airport (Sumburgh) as Scrabster can be extended more easily – Northwick disaster.
 Seeing friends and relations on the mainland
 Miss friends from mainland – expensive to visit
 Expensive links to Scottish mainland
 The cost of flying south as I am not a seafarer!
 Job seeking – very restricted to Council or partner provides for professional posts
 Cost of travel to mainland also cost imposed by suppliers to send goods to Shetland, fuel prices/winter weather
 Travel costs
 The local Mafia
 Flying to or from Shetland
 Lack of bridge to mainland
 Cost of transport to mainland
 Poor public transport and cost of ferries and Air fares
 The expense of getting to anywhere else
 Cost of transport to mainland (by plane)
 Cost of travel to mainland to see family
 The cost to travel South to visit friends and family
 Local Council's waste of resources
 Community complacency about Shetland being classless and the culture which exists of throwing resources, mostly money at a problem, without accountability
 Getting off the island – the cost involved
 The expense and hassle of getting to the mainland
 Poor services
 Transport links to the mainland are too expensive

Going anywhere else
 Cost of getting to the mainland
 Expensive Air fares
 Medical facilities
 No Broadband
 Financial constraints on new businesses
 Increase in crime, vandalism and the street unsafe
 Travel can be difficult at times, seeing a doctor in Lerwick takes two or three weeks
 No prospects for our kids when they grow up
 Cost of Air travel, particularly at short notice
 Good cheap goods – I use the Internet to buy most things
 The cost of travelling south to mainland Britain
 High cost of our fares to the mainland
 The cost of getting to the mainland
 Long, dark winters/lack of fresh vegetables (variety)
 Thankfully still much better than rest of the U.K. though it is becoming very secularised –
 by interpretation/application of today's legalisation. It is losing spiritual values (like much
 of the rest of the U.K)
 Air travel – cost of it
 Transport off the Island and cost
 Too expensive and remote
 Price of travel to mainland Britain for holidays
 Isolation/travel
 Distance from mainland and cost of getting there
 The cost of transport to mainland
 Transport links, accessibility to good shops.
 The cost of going on holiday as it costs a fortune just to get off the Island
 Cost of travelling to Mainland and cost of getting goods delivered to Shetland
 Guess? The price of getting off it!
 People have no respect for your property
 Cost of travel to the mainland
 Lack of choice for retail items e.g. no large stores, B & Q, Woolworth, Lidl etc.
 It can be claustrophobic – everyone knows your business
 Cost of going on holiday or even just to the Mainland
 Things that cannot be changed – distance from mainland/unpredictable weather
 Easier e-mail communication – took ages to eventually receive an e-mail
 Cost of getting off the island with family
 Cost of travel to mainland – U.K
 Shopping costs

Q8 other

Local information boards in public areas
 Local shops
 Would prefer more performance reports
 Post – preferred method
 One of our best friends died and was buried and we only found out while on the bus on
 Thursday to Lerwick, like I said Burra very close.
 Never see or hear from councillors unless it is election time

Q10 other

Via family member
Get my son or daughter to do it
Fax

Q11 other

Service depends very much on whom you contact
Son or daughter
It wholly depends on the individual services and how satisfied I am
Except Council in telephone – they are useless!
Varies from one department to another

Q13 other

The education office had omitted to pay me some of what they owed and they refused to send a cheque but paid at the end of the next month. I suspect this isn't legal!
Had to chase up to get an answer to my letter. Person who answered phone communicated poorly.
Request for information not sent to me as requested and had to phone again twice to receive information
Scottish Water
Length of time taken to make repairs
Due to the length of waiting list
Time taken to reply to letter
Regarding Window & Doors - still waiting. We got front of house done 1987 but not the back and have not had letter for 3 months as promised
Unwillingness to accept there is a problem
Finding out who to contact

Q14 In what ways do you think contacting public services in Shetland could be improved?

Already quite adequate
To be put in touch with the relevant member of staff who has the answers and not to be passed on to pillar to post
By having all public service under one roof
From my own experience – a person in charge of an information desk, had very little information
Well trained staff who are motivated by long term contracts rather than temporary staff who can't possibly have wide ranging knowledge
I can only speak from my own experience and I was very pleased with the services I received
Information on opening hours
Not particularly difficult to contact public services, but lack of procedures or acceptable work methods
Ensure the staff is adequately trained before starting job – customer care, etc.
Have people doing specific jobs to get a good grip on their jobs

The first person who answers the phone should be quick, polite, cheerful, attentive and helpful

Telephone manner as most people spoken do not give good impression of the service and do not come across as being efficient/interested/caring

Better training in politeness

A better telephone manner

It wasn't contacting the service that was difficult – it was the offhand, deliberately difficult and rude behaviour of the member of staff concerned. Also e.g. the senior members who did nothing concrete in response to our complaint.

Staff in departments who knew what they are doing and are able to help, without having to chase around looking for information

Staff trained/publicised where to phone for individual services

It can be difficult as I have to organise time off from work, collection of keys. Lucky I can use telephone for personal calls but only in emergencies. Would like to see some services open on Saturdays or later in evening

I presently have no problem with this issue

One central administration point. Above I am referring to trying to get a dental appointment

By getting more Shetland people in the job instead of Sooth Moothers

Staff need to be trained to deal with relevant topics in each department

Contact through web sites could be much improved. Interactivity of web sites compares unfavourably with other local authority sites

Reception staff being helpful, if they can't sort out the problem they should find out who can.

To stay in our place and not keep moving/proper training on how to deal with public

Staff could follow up enquiries to ensure they are dealt with

Central Offices

If standard of response is kept up. No need of improvement

One department that could deal with all contacts by finding out information from respective department and passing on.

More co-ordination between SIC offices and departments

Have one member to go through to explain your business, and telephone person (who would know /be trained) who did what would route your call to correct person – rather than shunt from pillar to post. (Member of public occasionally have that problem)

Clear information on what departments do, e.g. what issues each deals with. Ideally a simple information leaflet with contact names and members and department

Improved understanding when dealing with member of the public. Staff training.

Remove the layers of overpaid Council officials

Making contact is not usually the problem – getting the required follow-up/action is more problematic. Asking for something out with “the norm” requires considerable justification

I think it would be better if one person knew what the other was doing.

Return water to local control

Ensure that every department has a telephone number listed in the Shetland Directory

Easier access to the right person at the outset

Department titles do not give a good indication of the services they provide, it can be very confusing!

Everything seems a big effort

People from all departments would be available after 3.00pm on Friday afternoons

Work more together

Having someone who knows what you want or what you are asking

Better information in the newspapers and a full time BBC local radio

A clear customer charter (Customer Care policy) which indicates exactly the level of service the public can expect

Leaflets to every household stating what services are available and how you can use them.

Co-ordinate information – in booklet updated yearly or as appropriate

More staff for faster, face to face contact

In our experience (fairly limited) the existing situation is very adequate

Basic courtesy, investment in training/one basic “Customer Services” section/More flexible contact hours, access in rural areas – Go to them!

The education office is the most difficult – the person you want is never there and they never ring back

Staff could be more courteous

“Shetland Islands Council” employ by far too many staff in most departments so do Shetland Health Board. There is a lack of communication

Being able to directly contact the person that is going to provide the service reduces the ‘Chinese Whispers’ affect. Passing messages from one person to the next just adds to the confusion, delays and probably costs

Quite happy with contacting public services

Information about when they will return calls/answer letters if people away

Easier to get direct to relevant person if, more specific information and phone numbers available

If you have phone systems which have touch-tone menu based ways of directing calls. Please always ensure there is a way to just speak to someone; as too often, the menus don’t reflect the reason someone is calling, hence frustration in getting a helpful outcome- it depersonalises services and leaves callers feeling angry

Cut staff numbers

By cutting out red tape

Answering phone calls when callers name and number has been left

Each service should have one initial point of contact. It is extremely frustrating when calls bounce around and you don’t know who you need to speak to.

We are encouraged to use direct dial numbers for senior public service staff but end in getting admin. assistants and have to leave messages

All council offices under the one roof, that should have been done years ago.

More staff training/more staff available

Try to get them in one area

If one person in each department handled public queries. Thus enabling you to speak to who you needed more quickly

Offices are too widely spread around, unsure of where to go sometimes

By staff being more educated in their job, more staff training being provided

Direct dial number for some services instead of being transferred to various different departments before getting to talk to the correct person

Staff answering telephone calls could be better informed

More in house knowledge of what people do so you are not passed around!

Receptionist/person who answers telephone should have a greater knowledge of the people and their job description in that department to ensure the caller is directed to the correct person

Politeness (of some) if they don’t know - they could try to find out especially in there own department or offer advice on who might know.

Better trained staff

Quicker response, i.e. telephone queuing

One Stop Shop

There is a culture of arrogance and bullying in some Council departments – either to cover up their own mistakes or because of laziness

Answering phones quicker

Q15 In your opinion, what is the priority for Shetland?

Provide entertainment for children of all ages and abilities, not just sports.

Surely these three 'priorities' depend on each other

To encourage individuals to take more responsibility for their environment and not expect to be molly coddled

Before investing any more Public money make sure of the investing is going into the proper use

The Fishing Industry

To look after better the resources we have and be realistic and honest about what we can afford. New AHS will have classrooms designed for 30 pupils – no class there has had 30 pupils in it for the last 25 years.

To be ecologically friendly

But not by investing our money in industry in Shetland

Money is often squandered, confidence between various trusts while support 'public' services

Less management on large salaries and more workers

Sorry can't choose one as they are both equal – you need to ensure financial sustainability to maintain high quality public services.

The Council should stop giving huge loans and grants to any one single business

Not to waste the resources it currently has

Part of all three

Create employment whatever

Q23 other

Lack of policing/control of drunk and noisy revellers leaving pubs and night-clubs near town centre and Harbour Street areas/noisy even at 2 or 3 a.m.

Parking on pavements and footpaths

There is nothing for young people to do!

Dogs must be put on leads when in public places

Social events for adults that are not directly related to some kind of drinking establishment

Protecting our fishing rights

Alcohol misuse

You have never mentioned Religious Education, which encompasses 90% of this questionnaire

Collection of 'non household' rubbish

Money is being wasted on pet projects. Lack of accountability of the Chief Executive of the SIC

Excessive emphasis on Middle class prejudice (as demonstrated by this questionnaire

People being too nosy behind your back and not telling you to your face.

Too much laid on for young ones, so they can't get a chance to do their own entertainment. In olden days we used our imagination and always found something to do. Feel they are being mass produced nowadays. Leave them to do their own thing

Q24 What are the 2 or 3 main issues of concern to you regarding safety in your community?

Too many drink outlets let the youngsters present their own entertainment, as they are quite capable. Then their might be less vandalism, everything is laid on for them nowadays e.g. youth centres, swimming pools, bussed here, bussed there, let them walk and give them jobs to do.

Drugs/people using or dealing drugs

Speeding traffic/road drainage

Drugs and drug dealing/the dealing of drugs is an ever increasing problem

Drugs drink and lack of Police

Drink driving/under-age drinking, speeding

Speeding traffic/keeping roads clear of ice in winter/that we will all be concerned for our neighbours health and welfare

Speeding traffic/vandalism/poor quality roads

Drink driving and speeding/Cultural acceptance of alcohol abuse/trying to walk on single-track roads in village with no footpaths

Dangerous driving

Speeding traffic/young people hanging around village. Lack of facilities for young people

A narrow road that kids can't use cycles etc. Drink drivers; slow drivers, speeding driver!

Young people driving/operating farm equipment/vehicles

No street lighting/other than Council housing areas

Once upon a time some youngsters placed sinister notices on my property viz. – "DIE"

My community is relatively safe. Lerwick gives me concern. Too many young adults with nothing to do!

Drugs – people using or dealing drugs/unemployment/dog fouling

None – find Shetland very safe – only issue would high percentage of drink/driving offences

Drink/drug driving and dealing drugs. Lack of facilities for young people unless sporty, leads to hanging around and getting into bother, which can become a habit to them

My community is relatively safe. Lerwick gives me concern. Too many young adults with nothing to do!

Drugs/people dealing drugs

Crime – burglaries – usually drug related.

Anti-social neighbours/harassment

Affordable quality housing

Lack of pavements and lighting on main road. Lack of speed (traffic) control through village

Drugs, drink/drug driving, anti-social behaviour

Driving under the influence of alcohol or drugs. The effects of alcohol and drug misuse.

Arrogant youths who 'will have a go' due to the lack of "the belt" – "Spare the rod, spoil the child."

Drugs/drinking/vandalism

No Identifiable problems in our area

Drinking/speeding and lack of facilities for young people in the evenings

This is a safe community

Drink driving/poor public transport at weekend

Speeding traffic

Drugs in reference to when my son becomes a teenager/speeding vehicle

School closure and lack of toilets as visiting people are using sheep pens (croe's) as toilets creating a health and safety issue for crofters working in them!

There is too much Police time taken up with traffic offences

Drink/driving

Street violence and associated crime/shop break-ins

Drink/drug dealing/Speeding traffic and drinking outside in public places

People are being attacked at night around Commercial Street area. There are cases of anti-social tenants behaving in an unacceptable way, but the local authority fails to act. Young people and adults hanging around in groups is very intimidating.

Very safe where I live

Anti-social behaviour by young people

Speeding traffic – people dealing drugs

Speeds unsuitable for roads/single track with sheep/Bend on main Gutcher –Ulsta Road without speed restrictions – many fatal accidents

The increase in drug taking and its availability appears to be increasing the crime rate.

On single-track roads, badly sited passing places inadequate for 21st century motoring. The thousands of tons of chemicals continually being used on Salmon Farms, to which SEPA never objects

Old cars left by the roadside/no proper verges on roads for people walking and pushing prams

Gangs of youths hanging around Lerwick at night – people using and dealing drugs/drink driving

Availability, quantity, quality and ease of drug purchase

Big Seas in winter covering road/lack of a shop in area where I live/very hard for people visiting on holiday

Poor driving skills and standards

Prejudice against boisterous behaviour of the young, leading to repression, rebellion and deteriorating public relations. Increasing division between affluent majority and deprived minority.

Drink driving

Drugs, gangs of youths in street, drink/driving

I have no issues re safety

Speeding cars on country roads and in some parts of the town

Young people with no regard for others property or person

Drink driving/speeding

Lack of places for small children to play/Speeding traffic

Drink driving in Shetland is rife and a disgrace. Speeding is too common also, especially near schools and through the small villages.

Drink/drug driving – only issue in my neighbourhood. I would say the rest is relevant to built up places like Lerwick, Scalloway, Brae etc.

Drugs – drink

Speeding cars on country roads and in some parts of the town

Protecting children/Car scratching

Lack of visual Police presence, groups of teenagers causing a nuisance to neighbours and speed of cars through village

Children working to school/social events – heavy traffic in Lerwick. (Increase in drink driving rates)

Anti-social behaviour on the street on Saturday afternoons/weekends.

Drink driving

No worries/very safe hear

Safety of people when large vehicles are working around

Speeding traffic/drink and drug driving/cars driving without MOT's and persons who have not passed their test
 Worthless court sentences/confiscate 50% Police cars and put men on foot/bad attitude of many young from mainland/local
 Drink drivers/drunk people in public
 Drinking – leading to violence/Drugs/Speeding
 I feel very safe in my community
 Racing cars/intimidating youths hanging around/assaults for minor reasons/People around my house late at night/overnight
 Speeding cars through village
 Narrow single-track roads/drugs/drink-driving
 In Lerwick – unprovoked attacks by young hooligans/speeding drunk/drugged youths
 Gangs of lawless youths and the Police doing nothing about them. A huge amount of drink driving and again the Police is doing nothing. The poor quality of the roads.
 Speeding traffic
 Drink/speeding drivers – complacency over child protection
 Lack of Police foot patrols at key times/CCTV (at low cost) in public areas/promote family atmosphere in bars/clubs/pubs
 Old, single, and living alone without back up services in remote areas
 Need for more “beat-policemen”/drug dealing/use
 Young people hanging around streets/drugs
 Council not willing to take action/complaints passed from one department to the next resulting in a (Brick Wall)
 Speeding/drugs/litter
 Cars driving through our main village, and Maywick Road much too fast. We require pavements in main village.
 One concern regarding safety in our area is that certain drivers drive well over the 30mph limit, with little regard to children playing and nearby school
 Cars driving through our main village, and Maywick Road much too fast. We require pavements in main village.
 Speeding/traffic-drink/drug driving – unemployment
 Vandalism/behaviour of young people – disrespect of person and property/menacing dogs
 Parking of cars outside the Royal Bank of Scotland which means drivers have to back out into oncoming traffic and people trying to post letters run the danger of being run over also at the back of Tholecraft the footpath is always choked with vehicles
 Availability of drugs to youngsters. ‘Joy riders’ (we get quite a few young, and some not so young drivers using road as race track in evenings)
 Lack of safe places for children to play/dog fouling/speeding traffic
 Drink driving/poor quality roads and pavements
 Drugs/vandals/attacks on people by more than one person
 Drug abuse in school children
 Drugs and drug related crime
 Increase in assaults etc. in Lerwick
 Speed of taxis throughout Shetland
 Dog fouling in public places
 Drunk drivers and the problems with drugs
 Lack of main road at peak times – i.e. 9 o'clock am and 3.30pmm when schools out. Public toilets in the summer time with increased tourist trade.
 Lack of respect from (a minority of) young people towards people and possessions

Speeding drivers in built up areas. Drug and alcohol abuse in town centre. Dog fouling a health risk to public

None really as we are not out much and live in a secure neighbourhood with close family and good neighbours

Drink/driving – Anti-social behaviour

Increased drug users/dealers

Speeding or drink/driving

Lack of children’s play areas, especially for ball games

No real concerns of safety in my area either for myself or for my children. Feel it is a safe area.

Speeding drivers in built up areas

Speeding traffic/drugs/drink-drug driving

Drugs. Young people hanging round street

Anti-social behaviour/noisy kids at night

A speed limit for the Sceilness Road. A play area for the young ones

We live in a very safe area. I have no concerns

Young people under the influence on Lerwick streets/Speeding cars and underage drinking

I feel very safe in my community at Hoswick, though in other areas drink and possibly drugs could be a problem.

As stated in Q4 unbecoming behaviour of a minority of younger people and excess speed by some young and older people on Shetland roads

Drink driving or speeding/drugs/street gangs

Tolerance of binge drinking/driving too fast and recklessly/lack of interest in other people’s welfare

Car speed in crescents – built up areas near play-parks and schools.

Broken glass on pavements, parks and roads etc.

Drink driving – victim of

People being attacked in the streets/reduced hours of public houses/more Police presence on foot patrol at night

Drink/driving

As far as I can see the only possible danger here is drink or careless driving

Drugs/drink-driving/speeding motorists/lack of amenities/safety for children

Drugs/drink

Lack of regular Police patrols/being molested by young thugs

Lerwick has become increasingly popular with people moving up from south. This would not be a problem if they did not abuse drugs and benefits

The lack of control over noisy/boisterous drunks at night – Police are too sparse!

Too many kids cross roads in front of cars without looking (on foot and on skateboards) this is not driver’s fault if pedestrians are careless, yet drivers get blamed!

The increase in drug use – SCDT need more resources and higher profile. Increase in violent behaviour/drink-driving still not seen as anti-social locally- semi-accepted.

Lack of Police on the street at Pub closing time – these times could be staggered

Lack of CCTV

Possibly traffic in town, at times otherwise I have little concern on this score in Shetland

Vandalism/speeding traffic

Dog fouling – drink/drug driving- speeding traffic

Youth gathering around in central areas at night time

Speeding/drink driving/young people hanging around street/Drink and Drugs